



United States Department of the Interior
NATIONAL PARK SERVICE
Mount Rainier National Park
55210 238th Avenue East
Ashford, Washington 98304-9751

Dear Volunteer:

Welcome to the family of staff and volunteers at Mount Rainier National Park! Volunteering is an American tradition that has made an invaluable contribution to communities, organizations, and individuals throughout the country. Volunteers-In-Parks are Very Important People (VIPs)! In 2011, 229,000 volunteers donated 6.7 million hours to our national parks, an equivalent value of \$143 million. At Mount Rainier National Park in 2012, 1804 volunteers donated 74,615 hours of service to the park. These individuals not only helped us to protect the park and serve its visitors better, they also received a unique and special experience. Mount Rainier is now “their park” in a manner which cannot be matched any other way.

Within this guide you will learn more about the mission of the National Park Service. You will also learn about the history and structure specific of Mount Rainier National Park and about your role, rights, and responsibilities as a volunteer. It is important that you understand your role in providing accurate information and making sure our visitors have a safe, meaningful, and pleasurable experience.

Thank you for your time, interest and energy!

Sincerely,

Kevin Bacher
Volunteer Program Manager

Welcome to Mount Rainier National Park!

The National Park System

The National Park System of the United States comprises nearly 400 units covering over 83 million acres in 49 States, the District of Columbia, American Samoa, Guam, Puerto Rico, Saipan, and the Virgin Islands. These areas have been deemed to be of such national significance as to justify special recognition and protection in accordance with various acts of Congress.

By Act of March 1, 1872, Congress established Yellowstone National Park in the Territories of Montana and Wyoming "as a public park or pleasuring ground for the benefit and enjoyment of the people" and placed it "under exclusive control of the Secretary of the Interior." The founding of Yellowstone National Park began a worldwide national park movement. Today more than 100 nations contain some 1,200 national parks or equivalent preserves. The modern system includes areas of historical as well as scenic and scientific importance, and strives to preserve them so that they may be enjoyed by future generations.

Mount Rainier National Park

Mount Rainier National Park holds many significant resources. From the extensive glaciers found on the Mountain's flanks to the wilderness that skirts its base, from the geothermal hot springs at Longmire and Ohanapecosh to the alpine meadows filled with beautiful and sometimes rare wildflowers, the ecosystem which exists here is unique. It is our intention to maintain the natural and cultural resources of the park in a way that balances with visitor needs and management goals.

Together, we preserve the natural and cultural resources in Mount Rainier National Park for future generations. As we facilitate high quality park experiences, we promote park values, personal connections, and responsibility for the environment in our local and global communities.

With integrity, teamwork, pride, and motivation, we demonstrate environmental leadership, and deepen our understanding of the park's ecosystems. We value our diverse range of individual contributions by showing respect and concern for each other and the park.

The Mountain itself inspires stewardship. Its protection and preservation is our legacy.

The Volunteers in Parks (VIP) Program

The National Park Service Volunteers-In-Parks Program (VIP) was authorized by Public Law 91-357 enacted in 1970. The primary purpose of the VIP program is to provide a vehicle through

which the National Park Service can accept and utilize voluntary help and services from the public. The major objective of the program is to utilize this voluntary help in a way that is mutually beneficial to the National Park Service and the volunteer.

Volunteers are accepted from the public without regard to race, creed, religion, age, sex, sexual orientation, national origin, or disability.

Volunteers in Parks at Mount Rainier National Park

Mount Rainier volunteers have hearts as big as the mountain. Some come to work for only a day, others full- or part-time over a season, and some give thousands of hours over many years.

The Mount Rainier VIP program recruits people of all ages and abilities, either as individuals or members of groups. Our aim at Mount Rainier is to use volunteers in such a fashion that we realize the maximum benefit from their skills, talents, and services in helping the park staff accomplish mission goals. In addition, we seek to use the volunteer program as a tool for broadening citizen understanding and support for the park. Our VIPs assist the regular professional park staff by working on projects or assisting visitors.

Volunteers are a vital part of park operations, making visitor contacts, and helping to protect the resources that make Mount Rainier unique.

Volunteer Opportunities

Most VIP positions are active between the months of May and September. Volunteers perform a wide variety of jobs, from maintaining trails to leading guided hikes. The time commitment for volunteer work varies from one-day projects to full-time work extending over months or years. Both individuals and organized groups are welcome to volunteer. Individuals under 18 may volunteer with parental approval.

Here are some examples of summer volunteer positions at Mount Rainier:

- Trail Repair & Maintenance
- Meadow Restoration/Planting
- Greenhouse Assistant
- Campground Host
- Historical Researcher/Librarian
- Meadow Rover
- Visitor Information Assistant
- Roadside Service
- General Maintenance/Repair

Fewer positions are available during the snowy winter months (October through April), though we may still use volunteers as Nordic ski patrollers or interpretive ranger assistants at Longmire and Paradise on weekends and holidays.

Volunteer Partnerships

Mount Rainier National Park's volunteer program works in partnership with many community groups, from the Boy Scouts of America to the Washington Ski Touring Club. Here are a few partners that you'll see working alongside you in the field most often:

Student Conservation Association (SCA)

SCA is a national organization that places volunteers in National Parks and on other public lands. Mount Rainier employs several SCA resource assistants each summer, and often youth crews as well. You do not have to be a current student to participate in SCA. Participants may qualify for scholarships through the Americorps program. You will find more information at www.thesca.org.

Geologists-in-Parks (GIP)

Mount Rainier also employs volunteers and interns through the GeoScientists-in-Parks program. Visit www.geosociety.org/GeoCorps/ for information about available positions and how to apply.

Teacher-Ranger-Teachers (TRT)

Teachers can participate as summer interpreters through a national program called "Teacher-Ranger-Teachers." You'll see such individuals helping out on park information desks, leading guided walks, or working with school groups. For more information about the program, visit www.nps.gov/mora/forteachers/professionaldevelopment.htm.

Universities

Several local universities, such as The Evergreen State College, Northwestern University, the University of Washington, Oregon State University, and others partner with Mount Rainier National Park to provide student interns for summer positions. In return for their work or research, the intern typically receives college credit.

Washington Trails Association (WTA)

WTA coordinates volunteer trail maintenance projects during the summer throughout the park. Individuals may sign up for such projects on WTA's website at www.wta.org.

Mount Rainier National Park Associates (MRNPA)

The Mount Rainier National Park Associates (MRNPA) organizes volunteer projects with members of the local community throughout the summer. Interested individuals can get information and sign up through their website at www.mrnpa.org.

Washington Ski Touring Club (WSTC)

WSTC works in partnership with Mount Rainier National Park to provide Nordic Patrol services in the winter: marking and maintaining ski routes and helping with search and rescue operations. Volunteers may learn more about the program and sign up to participate at WSTC's website, www.wstc.org.

Where Do You Fit In?

Anyone can be a volunteer. In positions where safety is a concern, however, age limits may be set. Volunteers must be physically able to do the job assigned. Children under the age of 18 years may be VIPs provided they have the written consent of their parent or guardian. There are certain limitations and restrictions on people who have criminal records. Background checks may be conducted for some positions. Paid employees are prohibited from performing their regular duties in a volunteer capacity. Special requirements must be met by international volunteers, including obtaining a J-1 or student visa.

Volunteer Rights and Responsibilities

Volunteers have the right to:

1. A safe work environment.
2. Receive the same fair personnel practices as paid staff.
3. Have their time used effectively.
4. Receive clear and non-conflicting guidance and direction.
5. Be kept informed of activities pertaining to their volunteer assignments.
6. Not undertake assignments they do not wish to do.
7. Receive appropriate orientation, training and supervision.
8. Be assigned jobs which are worthwhile and challenging.
9. Be made aware of the overall operation of the park.
10. Have opportunities for growth.
11. Be offered a variety of experiences.
12. Receive regular, clear feedback on the quality and effectiveness of their work.
13. Be recognized for their contributions.
14. Have an opportunity to provide input into the volunteer program.
15. Be trusted with the information needed to carry out their jobs effectively.
16. Be assigned a direct supervisor.

Volunteers have the responsibility to:

1. Make safety the highest priority.
2. Represent the National Park Service in a professional manner.
3. Follow the park's policies and guidelines and understand its organizational structure.
4. Seek and accept the guidance and support needed to complete assignments.
5. Work as a team with paid staff and respect mutual roles.
6. Be reliable in fulfilling assignments.
7. Do a quality, professional job.
8. Respect access to information, facilities and equipment, etc.
9. Learn from and participate in training sessions and meetings.
10. Provide notice of absence.
11. Make a good-faith effort to resolve differences or problems.
12. Care for park resources.

Getting Started

Paperwork and Why It's Necessary

Volunteer Services Agreement

This form legally enrolls an individual in the NPS VIP program and provides him or her with Federal protection in case of injury or tort claim. An “Agreement for Voluntary Services” (Form SF301A) is used for both individual volunteers and groups of volunteers. It must be completed and signed by any and all participants and the appropriate NPS official, even for projects lasting only a few hours.

Your supervisor should attach a job description or clearly describe the volunteer work on the form. This is important if questions arise as to whether a VIP was acting within his or her assigned responsibilities. It will also assist the VIP and the supervisor in understanding the VIP’s exact job. The document can be modified at any time by mutual agreement, but it must accurately reflect VIP duties. Any hazardous or potentially dangerous duties, including driving a government vehicle, should be noted on your volunteer agreement.

TO PROTECT YOURSELF, NEVER DO ANY WORK UNLESS YOU HAVE SIGNED A VOLUNTEER AGREEMENT!

Emergency Contact Information

Emergency contact information should be filled in so that someone can be contacted in the event of an emergency affecting you or the park.

Parental Approval

This section of the Volunteer Agreement form must be completed for any individual volunteer under the age of 18. For organized groups, this section of an agreement form must be signed and attached for each group member who is under 18 years of age.

Additional forms which may apply to certain volunteers

- **Auto decal application** (will waive park entrance fees while you are working in the park)
- **Motor Vehicle D1-131** (for volunteers who will be driving government vehicles as part of their volunteer agreement)
- **10-67 Claim for Reimbursement for Volunteer Expenses** (as agreed to in advance with your supervisor)
- **Background check** (required for use of government computers)

Safety

Mount Rainier National Park's Safety Vision/Policy

Because we care about each other, we will accept nothing less than a clean track record for occupational injuries and illnesses. Although we recognize that the accomplishment of the National Park Service mission involves inherent risk, we can and will minimize those risks through communication, training and equipment. Safety is a condition of employment here; we are each responsible for our own safety and the safety of our co-workers. Critical safety deficiencies will be addressed promptly. Because we recognize that employee involvement, commitment and ownership are key to the success of the park safety program, we will facilitate and provide for that involvement both at work and at home.

Safety Handbook

The Mount Rainier National Park Employee Safety Handbook is available at on park computers at <http://www.mora.nps.gov/safety/Shared%20Documents/Safety%20Handbook.pdf>. Paper copies of this handbook are also available from your supervisor.

Geohazard Response Plan

Mount Rainier National Park's Geohazard Response Plan is located on the network at <S:\Geohazard\home.htm>. The plan is summarized at <S:\FYI\Geohazard\ThePlan.doc>. This summary provides important background information and definitions. The plan also includes maps of escape routes from all areas of the park. You should be familiar with the escape route and meeting location for your duty station.

If you are injured on the job

A VIP who suffers an on-the-job injury or occupational disease and wishes to file a notice should contact his or her immediate supervisor. The supervisor is responsible for helping the VIP complete the proper paperwork.

VIPs who have a current, signed volunteer agreement form on file and who have been trained for specific duties receive the same benefits and protection as NPS employees under the Federal Employees Compensation Act and the Federal Tort Claims Act. Volunteers are considered to be Federal Employees for those purposes only.

VIPs are entitled to first aid and medical care for on-the-job injuries when necessary. When travel is necessary to receive medical care, the travel and expenses associated with it are reimbursable. In addition, the Office of Workers Compensation Programs may approve other compensation benefits on a case-by-case basis. Compensation is payable based on rates for a paid employee with the same functions.

Working as a Volunteer

Housing and Camping

Housing for volunteers is extremely limited at Mount Rainier National Park. There are a few spaces in shared housing for full-time volunteers (32 hours per week minimum), and the park does have a few RV sites available. Short-term housing or RV spaces can *sometimes* be arranged, on a space-available basis. Housing is provided to volunteers free of charge, but the benefiting account is charged for rent and utilities.

The Longmire Volunteer Campground is available for short-term volunteers to use at no cost while they are volunteering. There are no hookups (except in the permanent RV housing at the north end of the campground), but a shower building is available for volunteers to use during the summer months, and there are food lockers scattered throughout the campground to keep food safe from wildlife. The campground contains 31 individual sites, 2 group sites, and several platform tents (summer only). Sites can be reserved through your supervisor, through the Volunteer Program Manager, or by contacting the Longmire Volunteer Campground Host directly.

Telephone

Cellular phone service is unavailable in most areas of the park, including the housing areas at the Nisqually Entrance, Longmire, Paradise, Ohanapecosh and White River. Cellular phone service is *sometimes* available at park headquarters at Tahoma Woods, depending on the provider.

Telephone jacks are provided in the housing at Tahoma Woods, Nisqually Entrance, Longmire and Ohanapecosh but you will need to provide your own phone and contact the local telephone company to establish service. Pay telephones are available at Longmire, Paradise, Ohanapecosh and White River.

Internet

Volunteers residing in the park who have completed a background check may use government computers located in visitor centers or offices after business hours in order to check personal e-mail online. In addition, a computer terminal and wireless router have been set up in the Employee Lounge at Longmire for employee and partner use. Check with your supervisor for details.

Uniforms

For many positions, uniforms will be provided for you by the volunteer coordinator or by your supervisor. The uniform will identify you as an official volunteer for the National Park Service. This uniform is to be worn only when you are officially volunteering. At Mount Rainier National Park, uniforms consist of tan short or long sleeve shirts with a National Park Service volunteer patch sewn on the left shoulder and a green ball cap with a volunteer patch. You may wear your own pants and footwear as appropriate to your volunteer position and the preferences of your supervisor. Patches may also be provided to be sewn onto hats or outerwear. A limited supply of volunteer fleece jackets is available for loan. For some positions, volunteers may also receive nametags from your supervisor.

Hours

Mount Rainier National Park submits an annual report summarizing the work volunteers contributed. **The funding we receive to support our volunteer program depends upon the hours we record.** Volunteers also receive recognition awards based upon hours worked. As a volunteer, please keep accurate logs of the hours you contribute and submit your logs to the Volunteer Coordinator at the end of each month. Forms for tracking your hours can be found on the network at [S:\VIP%20Forms](#). The Daily Record of Hours can be used to track hours by each day of a given month, while the Monthly Hours Report is often used by supervisors to track hours donated by multiple volunteers. Some volunteers report their hours directly to the volunteer coordinator, others through their supervisor. Check with your supervisor to find out their preference.

Reimbursements

Reimbursements are sometimes provided to volunteers for out-of-pocket expenses incurred as a direct result of volunteer activities (local transportation, meals, uniforms, lodging, etc). Such reimbursements are provided only if the volunteer is unable to volunteer without assistance, and should be arranged in advance with your supervisor. You will need to complete a Direct Deposit form to set up your reimbursements.

Volunteers should submit Form 10-67, "Volunteer Reimbursement," through their immediate supervisor to the volunteer coordinator for approval, signature, and transmittal to the budget office. The supervisor will sign your form and add an account number.

Note that unreimbursed expenses incurred as you volunteer may be claimed as a deduction on your income taxes if you itemize, including mileage. Check with your tax preparer for details.

Computer Use

Some volunteer positions may require the use of computers. As a National Park Service volunteer, you have a role and responsibility in the protection of National Park Service information and information assets.

Background checks

All volunteers who use networked government computers are required to complete a background check. Your supervisor will determine whether you need a “SAC” (for short-term positions) or “NACI” (for longer positions). You will fill out the appropriate forms, complete two sets of fingerprint cards, and send them to the personnel office for processing. Your supervisor will, meanwhile, submit a “new user request” to set you up with a network and optionally, an e-mail account.

Information Technology (IT) Security Awareness Training

All computer users must complete an annual online training course to provide you with the knowledge and skills necessary to help you protect the information and systems which you use. Failure to complete the annual training could result in losing access to the NPS network. Your supervisor will help you set up an account in the online “DOILearn” system. The course should take about 90 minutes to complete. You will have the option of returning to complete the training if you cannot complete it in one session.

When you have completed the course, you will have an opportunity to print a certificate. You should print and retain the certificate so that proof of course completion is available to your supervisor.

Completing your term as a volunteer

When you have completed your volunteer term with Mount Rainier National Park, you will be required to return all park property including keys and uniform shirts. VIP hats are yours to keep.

Volunteers have a right to a supervisory evaluation at the end of their term of service. Ask your supervisor to make sure you receive one.

Volunteer program evaluation forms are also available on the VIP Intranet page in the documents directory, or on the network at <S:\VIP%20Forms>. By filling out a voluntary evaluation form when you have completed your volunteer agreement, you will help us continually improve the volunteer program. Please return completed forms to the volunteer coordinator.

Frequently Asked Questions about Mount Rainier National Park

1. When was the park established?

Congress established Mount Rainier National Park on March 2, 1899. It is America's fifth oldest national park, after Yellowstone (established in 1872), and Yosemite, General Grant (now part of Kings Canyon), and Sequoia (all established in 1890).

2. How big is the park?

Mount Rainier National Park encompasses 235,625 acres or 368 square miles. Of that amount, 228,480 acres (97% of the park) has been designated by Congress as Wilderness. The park's National Historic Landmark District includes 2.7% of the park. The park has 260 miles of maintained trails and 147 miles of roads.

3. How many people visit the park each year?

Generally, 1.5 - 2 million people visit Mount Rainier each year. In 2010, the park had 1,731,913 visitors.

4. Is the park open all year?

Yes, but some areas of the park, including Sunrise, White River, Ohanapecosh, State Routes 410 and 123, and the Stevens Canyon Road close for the season in mid-October or early-November and do not reopen until summer. You may call 360-569-2211 for a recorded message on road conditions. Longmire is open all year. The road from Longmire to Paradise is generally open on winter days, although it is closed and gated at Longmire every evening and any time snow, ice, or potential avalanches make travel to Paradise unsafe.

The Longmire Museum is open year-round. The Jackson Visitor Center at Paradise is open weekends and holidays in the winter and daily from early May through early October. The National Park Inn at Longmire is open year-round. The Paradise Inn is open from mid-May to October only.

5. How high is Mount Rainier? And what's the lowest elevation in the park?

The official measurement is 14,410 ft. above sea level. Mount Rainier is the tallest volcano and fifth highest peak in the contiguous United States, after Mount Whitney in California and Mounts Elbert, Massive, and Harvard in Colorado. (There are twelve taller peaks in Alaska, including Mount McKinley.) The lowest elevation in the park is 1610', where the South Mowich River crosses the west park boundary.

6. How old is Mount Rainier?

The volcano was built up above the surrounding country by repeated eruptions and successive flows of lava. It is a relatively young volcano, only about 500,000 years old. By contrast the mountains of the Cascade Range which Mount Rainier looks down upon are at least 12 million years old, and the Tatoosh Range is about 9 million years old!

7. How many people climb the mountain each year?

Generally, about 10,000 people climb Mount Rainier every year, and about half of them reach the summit. In 2010, 10,643 people made the attempt; 4,920 of them actually reached the summit.

8. Is Mount Rainier really an active volcano?

Geologists consider this mountain to be an 'episodically active' volcano, meaning one which will erupt again sometime in the future even though it may be quiet now. There are active steam vents at the summit.

New research indicates Mount Rainier is far more active than previously believed. We now understand there are risks associated with the volcano and its glaciers which require visitors and staff to be aware and prepared. Events of sufficient size to be dangerous are rare, but the risks are real. Mud flows (also known as lahars) and glacial outburst floods can occur without warning, and could damage roads, invade campgrounds, and cause injury to park visitors and staff. The Longmire Historic District, Cougar Rock, Ohanapecosh, Sunshine Point, Ipsut Creek and White River campgrounds are all vulnerable to geologic hazards. Be sure to review information posted at park campgrounds and inns.

9. When was the last time the volcano erupted?

The last major eruption which deposited lava occurred 1100 years ago, while the most recent eruption to leave a recognizable ash deposit took place between 1820 and 1854, as determined by tree-ring dating. As recently as 1894, observers reported seeing ash and steam at the summit.

10. How much snow and ice is on Mount Rainier?

Over 31 square miles of permanent ice and snow cover Mount Rainier—more than all other Cascade volcanoes combined. Of all the glaciers in the contiguous U.S., Mount Rainier's Emmons Glacier has the largest surface area (4.3 square miles). Carbon Glacier is the longest (5.7 miles), thickest (700 feet), and has the lowest terminus elevation (3,500 feet) in the contiguous U.S.

More Questions?

If you have additional questions about volunteering at Mount Rainier National Park, ask your supervisor or contact the Volunteer Program Manager at 360-569-6567. The Program Manager's office is located upstairs in the Longmire Administration Building. Stop by with questions, concerns, or just to tell us about your experiences as a volunteer at Mount Rainier.

Radio and Emergency Protocol and Procedures

Park Dispatch

Phone extensions: 6600/6602

Radio Protocol

To initiate a call: First, say the call number or the last name of the person you are calling. Second, say your personal call number or last name. If you are calling from a base station, you may use the base station call number instead of your number or name. Third, say the name (not the number) of the channel you are calling on. In other words, identify who you are calling, who you are, and what channel you're using.

For example, to contact Dispatch:

- Dispatch (pause) 321, on Paradise.
- Dispatch (pause) Paradise Old Station, on Paradise.
- Dispatch (pause) Jones, on Paradise.

To receive a call: Answer with your radio call number, your name, or your base station. It also helps to identify your location.

To end calls: Each party ends by giving their radio call number, last name, or base station.

General Radio Use:

- Select a channel; for example, in Longmire and Paradise use the channel labeled "Paradise" on the radio's readout. (The channel number may vary from radio to radio.)
- Hold portable radios upright, about two inches from your mouth.
- Push side bar button to talk, pause one to two seconds, and speak normally and clearly while continuing to depress button.
- Select another repeater channel if Dispatch does not answer.

Emergency Radio Traffic: (takes priority over all other calls)

- When reporting an emergency in progress, call Dispatch and say *Dispatch, (your name or radio number), EMERGENCY TRAFFIC.*

- Be prepared to give as much information as possible: **What** is the nature of the emergency? **Where** is it located? **When** did it occur? Stay on scene until help arrives.
- If you are reporting a **CRIME IN PROGRESS**, do not get involved, stay at a safe distance. Report as much information as possible: number of suspects, suspect description, direction of travel, vehicle color, license plate, etc.

Channels and Repeaters (note: channel number may vary from radio to radio. Check the readout on the front of the radio):

- Direct (no repeater)
- Gobbler's Knob Repeater (Westside)
- Packwood Repeater (South, Southeast)
- Shriner Peak Repeater (Stevens Canyon, Hwy 123/410)
- Crystal Mountain Repeater (Sunrise to north Park boundary)
- Mount Fremont Repeater (North backcountry)
- Tolmie Peak Repeater (Carbon, Mowich, Wilkeson)
- Local (no repeater)
- Helicopter Ops/Portable Repeater
- Flagging

Emergency Response

As a Park volunteer, you will spend a lot of time in the Park and there is a very real possibility that YOU may be the first person to come across an accident or other emergency, or that you may be the first person to report it. Your actions could make a difference in the outcome of the incident. As a Park volunteer, you will be expected to know what to do and to take charge of the scene until someone else arrives to take over.

If you are the first person on the scene of an accident:

1. ***Be safe.***
First, make sure the situation is safe. Do not make things worse by entering a hazardous location. Secure the scene for yourself and others.
2. Assess the scene and think about what is needed.
 - Where are you and how will others get to your location?
 - What kind of accident do you have?
 - Is there a fatality?
 - Is anyone injured?
 - If so, how many people are injured?

- What kind of injuries do you see?
 - If it is a car accident:
 - Is anyone trapped?
 - Is the vehicle blocking traffic?
 - Is the vehicle on fire?
 - Is the vehicle over the bank or in a ditch?
 - If it is on the trail:
 - Can the person move?
 - How many people are with the injured person?
 - Are they trying to make their own way out?
 - Are they requesting help?
 - Will they need to be carried out?
 - What type of terrain is it?
3. If you have a radio, call Dispatch and give them as much information as you can. They may prompt you with more questions. Let them know what you are doing.
 4. Stay put! As Rangers coordinate their response, they may have more questions for you. If you need to leave, make sure you notify Dispatch before you do.
 5. What can you do to help?
 - Give medical help at the level you are trained.
 - Safely direct traffic around the accident.
 - Ask witnesses to stay until the Ranger arrives.
 - If you are off-trail, send someone to locate the easiest way in and to guide the Ranger in.
 - Keep the injured person and bystanders calm.
 6. If you don't have a radio, get as much information as possible and either get to a phone and call it in or send a bystander to a phone to call it in.
 - If you enlist a bystander's assistance, tell them to come back and let you know they have called.
 - If you call it in, ask if you are needed to go back and help.

If a visitor reports an emergency to you:

1. Get as much information as you can and call Dispatch.
2. Do not let the reporting party leave until the responding Ranger tells you they may do so. There will probably be more questions for that person or the park may need to get a witness

statement from them. Before the reporting person leaves, make sure you have their name, phone number, and address.

3. If you are in the field, you may be the closest person to an accident. You may be requested to go to the scene to obtain more information or assist.
4. Do not accompany the reporting party until you have called the emergency in to Dispatch.

Emergency Reports by Telephone: Call **9-1-1** from any telephone within the park. This service is available to all areas and facilities, including Tahoma Woods. Give the nature of your emergency, your address or physical location (including directions if necessary), and stay on the line. Do not hang up unless told to do so by the 9-1-1 operator or responding officer.